

Our Commitment to Advancing Health Equity



As a diversified health care company dedicated to helping people live healthier lives and helping make the health system work better for everyone, UnitedHealth Group is deeply committed to advancing health equity for the benefit of those we serve, the health care system and society as a whole.

We recognize health inequities exist because of historical and present-day realities associated with racism and discrimination that impact health care access, housing, education, employment and socioeconomic status. For more than two decades we've championed efforts to address these issues broadly and help people achieve optimal health and quality of life.

We're redoubling our commitment to advancing health equity by leading in the development of a more modern, progressive, affordable and effective health system that provides essential value for society — and helps build healthier communities.

Our mission in action

We are committed to helping people live healthier lives and making the health system work better for everyone. We believe every person should have access to high-quality, affordable health care that meets their unique needs.



61 M+ MEALS PROVIDED SINCE 2018

Supporting food banks and distributing meals to communities in need



80+ NEW AFFORDABLE HOUSING DEVELOPMENTS BUILT SINCE 2011

Providing greater access to affordable housing and support services



HONORED WITH THE CMS 2020 HEALTH EQUITY AWARD

Reduced disparities in timely postpartum care by 42.4% for Black women in Michigan, 83.2% for Black women in Ohio and 40.3% for rural women in Hawaii



NCQA MULTICULTURAL HEALTH CARE DISTINCTION

Recognized for leading the market in providing culturally and linguistically sensitive services: UnitedHealthcare Community & State Health Plans — Hawaii, Maryland, Michigan, Mississippi CAN/CHIP, Ohio, Pennsylvania, Tennessee



REACHING 7,000+ STUDENTS THROUGH STEM EDUCATION

Optum technology teams in 2019 offered STEM education and support programs to students underrepresented in health technology, with a focus on supporting girls and Black and Latino students



Pillars of our ongoing journey to health equity

While identifying and addressing health disparities is at the core of our health equity commitment across the organization, we also perform the following to contribute to and accelerate the advancement of health equity:

- **Address social determinants of health** in the communities where people live and work.
- **Support more inclusion and diversity** within our workforce, among our supplier partners and across the health care system.
- **Develop and promote cultural sensitivity and bias education.**
- **Leverage research and development** to inform our decisions in product and service design at each stage of the customer journey.
- **Evolve our products and services** to reflect the communities we serve.
- **Address the appropriate use of artificial intelligence** to add value in medicine and health care administration.
- **Offer financial and other support** to communities in need as part of our social responsibility.

Commitment, expertise, data and partnerships are foundational to our ongoing work in advancing health equity and addressing systemic issues that cause health disparities.

Key focus areas for our health equity work include:

1 Improving health care access, utilization and outcomes

- **Apply health equity lenses to products and services** by leveraging predictive analytics to better identify individuals most likely affected by social determinants of health and in need of support, including transportation, housing or food, and proactively connect them to aligned low- or no-cost community resources.
- **Work with local partners** through the STOP COVID initiative to deliver services including free testing, health education, food and medical referrals to address health disparities in disadvantaged communities.
- **Offer people with type 2 diabetes access — at no additional cost — to a digital therapeutic solution** to help reduce spikes in blood sugar levels and achieve remission, supported through a combination of continuous glucose monitors, activity trackers, app-based alerts and one-on-one coaching.
- **Collaborate with partners** including the Council of Large Public Housing Authorities, public housing agencies, federally qualified health centers and community-based organizations to identify and address community and population health needs through the “Community Catalyst” initiative, which identifies and addresses specific health care needs of members of the community and residents of publicly assisted housing who are often difficult to reach.
- **Commit to improving maternal health and reducing avoidable maternal and infant morbidity and mortality.**
 - Support the health care industry by developing and offering accredited, on-demand “Addressing Maternal Mortality” education in partnership with the Centers for Disease Control and Prevention, Morehouse School of Medicine, and March of Dimes.
 - Provide community investments to expand access to doulas, lactation supports, healthy food and transportation.
 - Test and assess approaches to maternity care, including remote patient monitoring that directly enables OB-GYNs to engage patients, to help significantly reduce avoidable adverse maternal health outcomes.
 - Provide expectant mothers in underserved populations access to resources, educational opportunities and care management support through the Healthy First Steps program that offers a multidisciplinary team to help address medical, social and behavioral needs.

2 Supporting culturally appropriate care delivery

- **Offer web-based, accredited, no-cost “Advancing Health Equity” education to employees and providers** to improve their understanding of cultural health disparities and the skills needed to foster culturally competent care.
- **Provide a safe online forum for our LGBTQ+ members** to connect, share and support each other.
- **Develop culturally tailored behavioral health education materials** across various mediums.
- **Identify those at risk and in need of colon cancer screenings** and send at-home kits to populations disproportionately impacted.

3 Leveraging data collection and insights

- **Investigate and improve the quality of race and identity data**, which informs our ability to measure health disparities.
- **Offer the United Health Foundation’s America’s Health Rankings as a data resource for key public health stakeholders and policymakers** to use to drive action and build healthier communities.
- **Conduct a study** to determine if comorbidity profiles of nonwhite populations indicate they are at increased risk for COVID-19 infection or more severe disease and also examine whether nonwhite patients present for treatment later in the course of their COVID-19 illness, resulting in more resource-intensive treatment and higher risk of mortality.
- **Review employer-specific and consolidated data** across populations and partner with our customers to determine solutions for solving racial and ethnic disparities in health care across markets.
- **Address historical bias in clinical protocols** by examining race-based corrections in clinical screening and/or treatment, such as pulmonary function testing, limitations of pulse oximeters and estimated Glomerular Filtration Rate used to stage chronic kidney disease.
- **Gather network provider ethnicity data** to assess and monitor the diversity of our network providers.

4 Societal responsibility

- **Nurture the 21st century health workforce** through the Diverse Scholars Initiative, which since 2007 has provided more than \$25 million to fund nearly 3,000 scholarships for undergraduate and graduate students pursuing careers as primary care health professionals, particularly in underserved communities.
- **Collaborate with UC San Diego and UC San Francisco** to support California’s efforts to expand and diversify pediatric mental health workers and address its projected critical shortage of psychiatrists, psychologists, social workers and counselors.
- **Increase access to maternal health support and establish national and local partnerships** to support maternity care and research, including a partnership with Morehouse School of Medicine Center for Maternal Health Equity to fund first-of-its-kind research using data to document “near miss” experiences and inform clinical practices.
- **Help populations affected by COVID-19**, including hot spot areas, health workforce safety, and seniors and individuals experiencing homelessness and food insecurity by providing more than \$100 million in support to date to fight the pandemic.



Learn more about our ongoing work to advance health equity at [UHG.com/HealthEquity](https://www.uhf.com/HealthEquity).